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|  |  | Phani Raghavendra Nandigam WORK EXPERIENCEMoEngage [Senior Solutions Engineer] October 2021– Till Date   * MoEngage is a customer engagement platform. * Responsibilities include handling incident tickets, troubleshooting failures, staying current on support topics, consulting with programmers, documenting operational activities, and strong communication skills. * Communicated technical information to non-technical audiences through easy-to-understand instructions, presentations, and remote access demonstrations. * Worked on the API * Worked on Python * Stay current on all key support topics, including product knowledge and * required technical and soft skills. |
| Profile Solutions Engineer with close to 6 years of Experience with a strong focus on Python, APIs, and Customer Management Contact +91-9964437999  [Phaniraghavendra.namdigam@gmail.com](mailto:Phaniraghavendra.namdigam@gmail.com)  Raichur, Karnataka SKILLS Python  API  Unix  Basics of Java  Basics of Cloud  Basics of DevOps  Customer Management Languages English  Telugu  Kannada  Hindi |  | Vista Equity Partners June 2018–October 2021  **Aptean [Associate Customer Success Analyst]**   * Worked for a Product called “Knova”, it’s a knowledgebase management system. * One of the key responsibilities is to solve the issues which customer is facing and * documenting them. * The company formed a new entity and was transferred to APSAP Software Services * Later the company was sold, and all the employees of this entity were moved to EagleView  EagleView [Production Support Engineer - 2]  * Worked as Production Support Engineer 2. * Worked on Cloud: * Manage production alerts and take necessary action as per the runbook. * Monitoring product related services * Monitoring health checks of EC2 Instances * Disk space issues. * Registering and deregistering the instances to the target groups in AWS * Worked on Integrations project - REST API calls.  EDUCATIONBapuji Institute of Engineering and Technology 2012 - 2016  Computer Science  PPkjhbsdibiasdciuahbsiudc |
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